**Capsule Supplementary Information: Alarm Safety Monitoring Officer**

**This supplementary information for Alarm Safety Monitoring Officer is for guidance and must be used in conjunction with the Job Capsule for Job Family: Housing Management**

**Job Level: Level 3 Zone 1**

**Camden Way category: 3**

**It is for use during recruitment, setting objectives as part of the performance management process and other people management purposes. It does not form part of an employee’s contract of employment.**

**Role Purpose:**

Camden has a robust programme of work and safety measures to ensure the wellbeing of residents, especially in relation to fire safety.

The programme consists of many elements but in particular, the installation and monitoring of battery – stand alone smoke alarms or an alarm system that is mains powered.

These devices incorporate a means of detecting a fire in the early stages to enhance prompt intervention or evacuation of a property.

This role will only be responsible for the battery – stand alone smoke detectors which for ease of reference, will be referred to as an alarm, in specified properties across the borough and any other associated work.

The role will also be instrumental in identifying potential hazards within communal areas where these alarms are situated and ensure they are managed and cleared as a priority.

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**Example outcomes or objectives that this role will deliver:**

* The post holder will work within the Estate Services Group but be solely responsible for the effective working of the alarms, through regular checks for those fitted in communal areas only.

* To be responsible for the quarterly inspections of all alarms and to identify where they may require new batteries or other defects and order repair/replacement batteries.
* To be solely responsible for the management of these checks and data systems to comply with monitoring guidelines and requirements
* To undertake an audit of each site to register locations of cupboards/sheds and other storage areas within the communal areas only, and record on an asset register accommpanied by photographic evidence.
* To identify and report on any security concerns, hazards, unauthorised storage by residents etc., and take appropriate action to rectify it with colleagues via the required processes spported by photograps of specific hazard.
* To identify trends and issues that need to be raised at performance meetings related to delivery of this work, health and safety and any other issues that may impact upon the delivery of the service
* To specify and/or agree corrective action with colleagues where problems have been identified.
* The post holder will be responsible for capturing information on alarms to ensure robust monitoring is undertaken and registered on the IT processes for this work.
* Record inspection results on the Council’s IT system or provide written reports as appropriate to monitor contractor performance, capture areas in need of improvement and identify risks that need to be managed
* Required to assist in the delivery of various other projects by the Estate Services Group in relation to this area or associated area of work.

**People Management Responsibilities:**

There are no staff management responsibilities

**Relationships:**

* Whilst this role is lone working, the post holder is required to share experiences and knowledge with colleagues, and to keep the line manager fully informed about appropriate issues.
* The ability to communicate effectively with tenants/leaseholders
* Ability to use own initiative and manage workload with minimal instruction
* The post holder will need to have contact with the following on a regular basis in order to carry out the main duties and responsibilities of their job:
* Tenants/leaseholders;
* Council officers;
* Emergency services;
* Contractors;
* Councillors;

**Work Environment:**

* The post holder will be required to be adaptable, working in an environment that is subject to change and conflicting priorities, meeting tight deadlines which can change on a daily basis
* The post holder will be expected to communicate with, and meet residents, contractors etc. on a daily basis
* The post holder will be required to attend meetings where necessary.
* The post holder is required to work a 36 hour week between the hours of 07.00 and 19.00 Monday to Saturday. The post holder may be required to work occasionally out of hours.
* Work is largely performed on site around the borough although working within an office environment will be necessary for carrying out administrative functions.
* Access to the alarms may often require use of a ladder.
* The postholder will have knowledge and responsiblity for any tools required to undertake the role

**Knowledge and Experience:**

**Desirable:**

* Experience in safety awareness linked to building services

**Essential:**

* A knowledge and understanding of health and safety, Data Protection Act, hazard reporting.
* Experience of collecting, developing, maintaining and monitoring of records.
* Hold a full and clean driving licence and prepared to drive Council supplied vehicle to undertake the role where applicable
* Ability to work on your own initiative with minimum supervision and as part of a team.
* Experience of IT and associated skills
* Experience of communicating effectively both verbally and in writing with residents, contractors, colleagues, elected members, etc. ensuring that customer care standards are adhered to at all times.
* Flexibility in working hours where necessary.

**Camden Way Five Ways of Working**

*In order to continue delivering for the people of Camden in the face of ever increasing financial pressure, we need to transform the way we do things. We call this the Camden Way. The Camden Way is a key part of our transformation strategy often referred to as the transformation triangle which links the Camden Plan, the Camden Way and the Financial Strategy together.*

The Camden Way illustrates the approach that should underpin everything we do through five ways of working:

•Deliver for the people of Camden

•Work as one team

•Take pride in getting it right

•Find better ways

•Take personal responsibility

For further information on the Camden Way please visit:

<https://camdengov.referrals.selectminds.com/togetherwearecamden/info/page1>

**Structure Chart - below**

